

Delicia James

Phone : (229)331-4467

Email : dmj2797@gmail.com

Address: 900 Maison Drive Apt. 269, Athens, GA 30605

LinkedIn Profile: <https://www.linkedin.com/in/delicia-james-217069184>

Professional Summary

Motivated, self-directed Graduate Student with exceptional verbal and written communication skills. Invests passion and commitment to achieving a corporate vision. Applies analysis, lean methodology, and latest technology to lead change and tackle new projects and ideas.

Skills

- Quantitative and qualitative analyses
- Administrative assistance
- Public speaking
- Editing and proofreading
- Leadership and Collaboration
- Digital and physical research
- Critical thinker
- Presentation development
- Microsoft Office Suite expert
- Proposal writing
- Project management
- Scheduling and calendar management
- Documentation and recordkeeping

Qualifications

- Equipped with conflict management techniques
- Results-focused and value proactive cooperation and innovation
- Strong analytical ability with excellent leadership and interpersonal skills
- Ability to collaborate with individuals at all levels of the organization
- Strong Communication and Interpersonal Skills
- Professional and Courteous
- Experience leading organizations through change

Work Experience

Graduate Student Research Assistant

University of Georgia (Athens Campus) | Athens, Georgia

August 2020 – May 2022

- Completed daily administrative tasks for professors as directed.
- Assisted with research for academic publications.
- Gathered, reviewed, and summarized literature from scientific journals.

- Prepared tables, graphs, fact sheets, and written reports summarizing research results.
- Executed qualitative and quantitative analysis on a wide range of data.
- Applied good documentation practices when recording data and managing source documentation.
- Gathered and organized project materials focused on Soda Taxation and Sin Taxes.
- Analyzed data to assist professors with various projects.
- Researched Public & International Affairs to assist with academic research.
- Leveraged Microsoft Word and PowerPoint to prepare reports, presentations, and articles.
- Contributed to applied research projects in the Public Administration field.

Student Assistant

TRiO Student Support Services (Fort Valley State University Campus) | Fort Valley, Georgia

August 2016 – May 2020

- Developed strong oral and written communication skills in collaborating with people of different ages.
- Cleaned and organized classrooms, materials, and supplies.
- Assisted with different events during the fall and spring semesters.
- Completed assigned diverse organizational and administrative tasks and consistently produced a high volume of work to support daily business needs.
- Contributed to the development, planning, and completion of project initiatives.
- Greeted office visitors, provided information, and directed to appropriate personnel.
- Obtained and organized files and research papers to make finding important documents.
- Assisted with answering telephone calls, managing databases, and drafting correspondence.
- Adhered to strict security protocols to protect data confidentiality.
- Supported department by compiling paperwork and taking detailed meeting minutes.
- Distributed marketing material and promotional items.
- Analyzed protocols and offered recommendations to improve processes and maximize productivity.
- Maintained functioning office equipment by troubleshooting issues and completing basic repairs.

Camp Counselor

TRiO Upward Bound | Fort Valley, GA

June 2019 – July 2019

- Engaged children in arts and crafts, singing, sports activities, games, and field trips while maintaining a safe environment.
- Checked on campers struggling with various social and recreational skills to maintain camper and parent satisfaction.
- Enforced discipline and policies to protect the safety of recreational activity participants.
- Coordinated and led group activities for campers and counselors.
- Explained principles, techniques, and safety requirements to activity participants to prevent injury.
- Communicated campers' needs, progress, and program benchmarks in weekly staff meetings.
- Assisted homesick children by actively listening to concerns and providing emotional support.
- Guided, mentored, and counseled adolescents and at-risk youth to help achieve personal and spiritual goals.
- Diversified recreational offerings by building and overseeing activity schedule.
- Implemented protocols to develop relationships with campers and parents.

Sales Associate

Dollar General | Americus, GA

May 2018 – August 2018

- Arranged new merchandise with signage and appealing displays to encourage sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide information on the store, products, and services.
- Maintained knowledge of current promotions, exchange guidelines, payment policies, and security practices.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Functioned as initial contact in addressing customer concerns.
- Built trusting relationships with customers by making personal connections.
- Helped an average of over 80 customers per day by responding to inquiries and locating products.
- Worked with fellow sales team members to achieve group targets.

Internship

NAACP Intern

National Association for the Advancement of Colored People (NAACP) Georgia Chapter | Atlanta, Georgia

November 2020 – March 2021

- Studied objectives, promotional policies, or needs of organizations to develop public relations strategies that influence public opinion or promote ideas.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Performed duties following applicable standards, policies, and regulatory guidelines to promote a safe working environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Proved successful working within tight deadlines and a fast-paced atmosphere.

Education

Master of Public Administration

University of Georgia (Athens Campus) | Athens, GA

May 2022

- Relevant courses: Economic Foundations of Policy Analysis, Local Government Management, Managing Volunteers in the Public and Nonprofit Sectors, Social Entrepreneurship, and Leadership in Public Service
- The Carl Vinson Institute of Government's (CVIOG) Professional Skills Development program
- Completed professional development in Microsoft Applications and RStudio

Bachelor of Liberal Studies

Fort Valley State University | Fort Valley, GA

May 2020

- Concentration in Social Work
- Relevant Courses: Social Work Ethics, Community Organization, and Social Research Seminar
- Completed professional development in Public Speaking, Presentation Preparation, Time Management

Community Service and Volunteer Work

Co-Host of the FVSU Showcase

Pan-African Festival | Macon, GA

April 2019

- Introduced the Fort Valley State University “Blue Machine Marching Band”
- Introduced sororities for their stroll

Guest Speaker

Lunch & Learn: Daily Stress Management hosted by TRIO Student Support Services (Fort Valley State University Campus) | Fort Valley, GA

October 16, 2018

- Encouraged students to identify their core beliefs and remove themselves from any situation causing distress.
- Advocated for Practicing gratitude and embracing challenges to turn them into opportunities for growth
- Urged students to fill their lives with experiences and not things.

Student Volunteer

TRIO Student Support Services (Fort Valley State University Campus) | Fort Valley, GA

August 2018 – December 2018

- Kept physical files and digitized records organized for easy updating and retrieval by any team member with access.
- Interacted with customers professionally by phone, email, or in-person to provide information and direction to desired staff members.
- Maintained functional office equipment with excellent troubleshooting and maintenance abilities.

Event Management Assistant

Fort Valley State University | Fort Valley, GA

January 2018 – May 2018

- Organize Microsoft Excel spreadsheet of 2017-2018 event held on campus
- Insert data into the university event calendar
- Cold call event locations in Central Georgia

Student Volunteer

Fort Valley State University “Vault in the Valley” | Fort Valley, GA

August 2017 – December 2017

- Welcome customers to the store and answer their questions.

- Sort and organize donated clothes
- Organize the canned food
- Assorted toiletry items for donation
- Maintain in-stock supply and merchandise products on the sales floor.

Awards

- 1st Place for the Poster Presentations in the 2019 Banks-Pierro-Rutland-Bellamy (BPRB) Colloquium for research on “African American Portrayal in Pop Culture & Media.”
- Dean’s List: Fall 2016, Spring 2018, 2018 – 2019, 2019 – 2020

Affiliations

- Georgia Students for Public Administration (GSPA) President – August 2021 – May 2022
- Georgia Students for Public Administration (GSPA) Social Chair – August 2020 – May 2021
- Member of the National Society of Leadership and Success - October 2019- Current
- Member of Alpha Lambda Delta Honor Society - September 2017-Current
- Golden Student Ambassador - October 2019 - May 2020
- Member of Minorities with Power Club - August 2018 - May 2019
- Member of TRiO Student Support Services Organization - October 2016 - May 2020

References and Curriculum vitae are furnished upon request.